



Carrier Hawaii's Warranty Policy for Equipment

Warranty is the manufacturer's good faith that the product has been built as best as possible to be free of material and workmanship defects. Depending on the type of product, the standard product warranty duration and type of coverage varies. Most warranties cover parts only and do not cover any labor allowances, unless specifically stated. Standard warranties are usually one year from date of startup, but may vary. Also, all of our warranties cover the replacement cost of the part or the labor to repair the defective part if deemed more economical.

Warranty should not be confused with insurance. Insurance is coverage by a third party should anything happen to the equipment: Abuse, freight damage/loss, fire/installation damage, theft, liability, etc.

Should a warranty defect occur, the manufacturer's standard warranty pays for the cost of the replacement part or the labor to repair it, subject to prior approval by Carrier Hawaii's Warranty Administrator. This means Carrier Hawaii will provide the replacement part at no cost, but there is no labor allowance unless specifically allowed in the product warranty. If there is a labor allowance, it is only for the time to replace or repair the defective part as approved by the Warranty Administrator.

Most important, labor allowances do not cover travel time, airfare, overtime, troubleshooting time, time to remove any interference. The limited labor coverage is because the manufacturer has no jurisdiction as to where or how the equipment is installed, whether the equipment is sitting on the ground across the street, on a 20-story building in another state, or in a very inaccessible location in the attic. Only the installing contractor knows this and should include a warranty labor allowance when pricing the project. Many contractors set aside a percentage of their project cost to create a warranty labor pool.

In addition, technical assistance by our office or directly with the factory does not constitute warranty. Technical assistance is provided as a service to our customers to repair an inoperable system, in or out of warranty.

Carrier Hawaii does provide a labor allowance if the warranty defect occurs within the first 30 days after startup, subject to prior approval. Any labor allowances provided is based on the current contractor's base labor rate and should include not markup for overhead.

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